



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION MEETING

Meeting. The Iowa Telecommunications and Technology Commission (ITTC) met on October 19, 2016.

Director's Update. The Director of the Iowa Communications Network (ICN) updated the Commission on the creation of a leadership dashboard that provides information on 47 different key performance indicators to help monitor the financial health and utilization of resources within the agency. The Director also provided the Commission with an update on the ICN service outage that occurred on September 26, 2016. The outage impacted the Des Moines area and services originating out of Des Moines and lasted for approximately two hours. The vendor has corrected the issue and processes have been implemented to ensure it will not happen again.

Administrative Rules. The ICN is in the process of updating its administrative rules. This has not been done since 2012 and must be completed by July 2017. The ICN also recently hired a new Administrative Rules Coordinator, T.J. Boulet.

Managed Voice Service (State Managed Phone System). The ICN has partnered with CenturyLink to provide a managed phone system on the Capitol Complex and to other areas across the state. This service includes bundled long distance and bundled phone sets with no contract, eliminating the need for maintenance contracts. The monthly port charge paid by an agency has been reduced from the previous cost that ranged between \$40 and \$50 a month to the current cost that ranges between \$20 and \$30 a month.

Eight state agencies have had their phone systems switched over and six are currently in process. An additional eight more state agencies are planned for upgrades in 2017. The annual savings to Capitol Complex agencies for voice and telecom services is estimated to be \$1.4 million in direct agency expenses, primarily due to the bundling of long-distance services. In addition, the ICN is saving approximately \$1.1 million a year in infrastructure dollars and will have invested approximately \$1.34 million by 2018 in new fiber and copper cabling on the Capitol Complex. To date, the ICN has installed approximately 47 miles of new cable.

Next Meeting. The next scheduled Commission meeting is November 17, 2016. The Commission meets the third Thursday of every month.

More Information. Additional information regarding Commission meetings is available at: <https://icn.iowa.gov/about-icn/commission/commission-meeting-information>.

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